

# IOWAccess Project 13 Vendor Planning Session

Monday, November 24 ♦ Noon - 3:00 pm

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## Project Team Representatives

Pat Brockett, *Co-Chair, Iowa Department of Human Services*

David Gannon, *Co-Chair, Iowa Workforce Development*

Randy Radican, *Iowa Department of Human Services*

## Project Community Partners

Chuck Abel, *Family Resource Development Association (FRDA)*

Marc Baty, *Linn County Department of Human Services*

Dave Bunting, *Kirkwood Community College*

Chris Carmen, *HACAP*

Renee Van Hough, *United Way*

## Partners

Wendy Deutelbaum, *North Light*

David Green, *North Light*

Marty Mullen, *Crossroad*

## Staff

Amy Campbell, *State Public Policy Group*

## **Introductions**

Those attending introduced themselves - and informally discussed several issues. David Green commented that there are really three (3) mechanisms for bringing revenues in the system - and asked the team to consider which of these is most appropriate.

1. Public access control to Internet system to allow use for a limited amount of time, but longer times are charged (i.e. subscription service for corporations - for their employees).
2. Banner Advertising.
3. Fees associated with professional listings (i.e. yellow pages of lawyers, doctors, for-profit-fee based services).

## **Overview of IOWAccess**

Representatives of the Project 13 Team explained the role and relationship of the Project 1 Team. Project 1 is charged with constructing and designing the umbrella Citizen Information Network, which will link Project 13 with other IOWAccess projects.

IOWAccess was funded by the US General Services Administration. Funding was obtained largely because of the support of the House Appropriations Committee Chair - Congressman Jim Ross Lightfoot. GSA provided \$4.4 million for projects which bring multiple levels and branches of government together to provide services seamlessly to citizens.

IOWAccess Project 1 will develop the platform and gateway for the Citizen Information Network - a place on the Internet where people can get value-added services. Project 1 is dealing with issues related to security, authentication, and overall accessibility. Project 1 has issued an RFP and will have a vendor under contract by the first of the year. After this vendor is selected, all other project vendors will be asked to meet with the Project 1 vendor to work out the exact nature of the relationship.

## How does IOWAccess fit into the DOL grants?

David Gannon stated that Iowa Workforce Development has been working with the US Department of Labor to develop a one-stop shop for individuals seeking employment services, referrals, information, or training. IOWAccess essentially does the same thing. IWD has been very involved in IOWAccess because it made sense to integrate IOWAccess opportunities with ongoing activities.

Gannon added that IWD wants to demonstrate the benefits of IOWAccess (and the one-stop shop concept) to DOL, with hopes that it will help attract more money for further development of the concept.

Will this system actually enroll applicants?

No - it will prequalify individuals which enter some baseline information.

### **Contract with North Light**

Brockett commented on the contents of the North Light contract - and indicated that these contents were summarized in the handout. Brockett noted that vendor team's project manager will be Wendy Deutelbaum. Brockett reviewed the dates established and pointed out that, by contract, staff and the team need to provide North Light with certain information. Failure to provide timely information will result in the need to adjust appropriate timelines.

Brockett noted that the Project 13 contacts will be the two co-leads (Pat Brockett and David Gannon). Marc Baty agreed to meet with the FRDA team to determine who will be the points of contact in Cedar Rapids. Brockett indicated that the team will conduct as many meetings over the ICN as possible, so travel is minimized.

Brockett noted that Project 1, which is charged with developing the umbrella Citizen Information Network, has provided teams with some minimal guidelines for Web Site Accessibility. ***Brockett noted that Linda Plazak, the Project 1 Co-Lead, will be developing a checklist for vendors to use when conducting acceptance testing.***

### **Project Schedule**

The group revisited the project schedule, and reconciled the community timeline with the newly established North Light timeline. North Light will revise and reformat the timeline to reflect the following:

- The timeline/work plan needs to be adjusted to reflect deadlines (actual date as opposed to the month)
- FRDA activities need to be integrated into the North Light timeline and work plan.
- Added a task for FRDA - Determine language needs for system. North Light encouraged FRDA to start small, and add languages after the system development is completed.

The Dates were adjusted to reflect the following:

- Begin with Database conversion -- Access and SQL server (December)
- Begin talking about overall design issues (December)
- Determine hardware specs. needed for public access terminals (December)
- Determine number of sites, and partners, for public access sites (December)
- Determine language needs for system -- which languages (December)
- Cedar Rapids (Cris Carmen) needs to fax Wendy Deutelbaum the existing data fields (November 26)
- North Light will respond with additional data fields to be included in the database (December 1).
- Reconcile data elements & gather IR enrollment data elements (December)
- Identify additional data elements to be captured (December)
- Converting underlying database (December)
- Training session s on how to use the software to translate the data (January)

David Green noted that the conversion to fifth grade reading level will be simultaneous with data inputting - using the North Light tool. This will be done by those entering and reformatting the data. Conversion to a second language will occur after deployment, because it is more effective and stable if handled later.

***The new, integrated schedule and work plan will be completed and provided to the Team by Monday, December 15.***

When does the state need to have the essential site server?

Crossroads indicated that they intend to complete the initial development onsite in Cedar Rapids in an internal test environment. Crossroads has the option of an internal (non-Internet connected), internal (Internet connection), and external test environment. Project 13 will initially have information on an internal, Internet connected server.

Brockett asked FRDA for a list of the types of services included in the databases. Renee Van Hough will send out a copy of the IR directory electronically to Brockett. David Green suggested that Van Hough may want to provide the key words list, and attach the count of services. ***Chris Carmen and Renee Van Hough agreed to electronically send the list of key words (and service counts) in their respective IR databases.***

### **Budget Considerations**

Green explained that North Light has a tool for translating data into a fifth grade reading level, and the cost of this tool is included in the proposal. However, the cost of actually inputting the data into the system while using the tool is not included. In addition, translation into a second languages is an additional expense. The proposal simply stated that there is space for up to 8 languages.

FRDA expressed concern about the minimum computer needs for the public access sites. ***FRDA representatives asked someone to let them know these baselines, so them may select and prioritize their community access sites.***

### **Decision Making Authority**

Brockett indicated that this is a critical issue - and agreed that there will not be many times when the team needs consensus of representatives from the Project 13 Team and FRDA. The group agreed to several early decision points and the individuals responsible:

1. Target Platform Specifications (Project 1)
  - Accessibility
  - Browsers supported
  - Predefined URLs
2. Overall Look and Feel/Navigation (Project 13/FRDA)
  - Interoperate with other state sites
  - IOWAccess
3. Name of the Project (Project 13/FRDA)
  - What are we going to call this project?
  - Must clearly communicate to citizens
4. Contract Completion (Project 13/FRDA)
  - FRDA is requesting a single, upfront payment.
5. Maintenance requirements & staffing issues (Project 13)
  - This needs to be addressed by a small group in December.
  - The same group needs to address the interface to job service and other statewide enrollment systems at a second meeting.

Gannon suggested that Project 13 is a prototype that will set the direction for human services projects - that this project will establish the de facto standards. The group discussed how changes in enrollment and eligibility determination will be handled. Deutelbaum suggested that the Team choose 10 fields - concentrating on the ones that traditionally disqualify people (e.g. income, family size, age, disability).

- ***Pat Brockett and FRDA agreed to research the top 10 fields for eligibility determinants, and provide this prioritized list to North Light by December 15.***
- FRDA will resequence its planned meetings with consumer groups until after the number of sites and hardware needs are determined.

#### **Next Meeting & Adjourn**

The group agreed that an appropriate team of people should be assembled to meet in December to address technical approaches to the system. The meeting adjourned at 3:30 pm.